

**EUROPRO  
AUTOHAUS**

**VALLEYPRO  
AUTOHOUSE**

(250) 870-8339 - 158 Old Vernon Rd, Kelowna, BC V1X 4R2

## **Senior Service Advisor**

Europro Autohaus and ValleyPro Autohouse

Employment Type: Full-time

\*\*\*NO WEEKENDS\*\*\*

Career Opportunity: Senior Service Advisor

Reports to: Service Manager/Client Experience Leader

We are currently looking for a Senior Service Advisor to join our busy team to maintain, manage and organize our customer accounts.

### **The Purpose & Objective:**

We're looking for a Service Advisor who will be fundamental to our success and advocate for our customers' needs. This key role guides customers through their service experience, helping them understand their vehicle's needs. The primary responsibility is to create estimates and sell recommended services and repairs based on our technicians' assessments, aligning with the customer's goals. The role also supports administrative tasks and ensures excellent customer care, building long-term satisfaction and trust. Additionally, overseeing the parts department includes overseeing inventory, ordering, and sourcing parts in a cost-effective way. Staying organized and efficient in these areas helps support smooth operations and control costs.

### **Who Are We:**

Europro Autohaus is an independent German and Volvo only repair facility along with ValleyPro Autohouse, which is a Domestic and Asian Repair Center. We are committed to bringing the highest quality work and customer service at a fair and honest price. Our goal is to set ourselves apart from the competition by developing a personalized relationship with each of our clients. We are dedicated to providing honest, high-quality automotive repairs and outstanding customer service.

### **Who Are You:**

You are organized, energetic, and positive and enjoy being part of a team with a passion for delivering exceptional customer service! You understand that "price is what people pay, and value is what they get."

## **JOB RESPONSIBILITIES AND DUTIES**

- **Collaboration:** Act as the trusted link between our expert technicians and customers, ensuring smooth communication and service transparency.
- **Ordering Parts:** Partner with Vendors to secure high-quality parts for repairs at the best possible prices. This includes negotiation with vendors and shopping multiple vendors for the best price. This position will build good working relationships with parts vendor reps.

- **Prepare Estimates:** Create estimates based on digital inspection, Technician notes, and/or customer requests. Additionally, prepare other documents for customers or vendors using Shop Management Software.
- **Sales & Profit:** Drive and increase gross sales for the shop by securing cost-effective parts, providing accurate estimates, and maximizing opportunities for deferred work. Sell recommended services and repairs by clearly explaining the benefits and aligning them with customer goals and vehicle needs.
- **Appointment Scheduling & Workflow Coordination:** Manage the flow of the day with precision, from scheduling appointments to ensuring accurate invoices and service records.
- **Customer Experience:** Responsible for delivering an exceptional customer experience in every interaction. This includes providing a friendly and welcoming environment, actively listening to customer needs, and building strong relationships based on trust and expertise. By maintaining a customer-first mindset, ensure that all recommendations align with both the customer's best interests and the company's goals. Prioritize long-term relationships and customer retention.
- **Other Duties:** Contribute to shop culture and team morale through positive communication and collaboration.
- **Training & Skill Development:** Embraces a growth mindset, demonstrating a commitment to continuous personal and professional development, actively seeking opportunities to enhance their skills through industry training, development programs, and hands-on learning. With a coachable attitude and a willingness to grow, they remain open to feedback, adapting to new processes and technologies that improve both individual performance and overall team success.

### **Key Skills & Attributes:**

- **Time Management & Organization:** Prioritizes tasks efficiently, meets deadlines, and stays organized.
- **Problem-Solving & Adaptability:** Quick learner, adaptable to change, and proactive in finding solutions.
- **Professionalism & Work Ethic:** Maintains a positive attitude, takes ownership of responsibilities, and upholds high ethical standards.
- **Results-Driven:** Sets and achieves goals, works well under pressure, and focuses on business growth.
- **Technical Proficiency:** Computer knowledge and ability: Proficient in industry-specific software.
- **Accountability & Follow-Through:** Ensures accuracy in estimates, billing, and daily operations while addressing issues promptly.

### **What We're Looking For:**

- Proven track record of excellent customer service with a focus on building lasting relationships and maintaining high levels of customer retention.

- Minimum 3 years of experience as a Service Advisor in an automotive repair setting; experience at an independent shop is a strong advantage.
- Sales-driven mindset with the ability to effectively communicate the value of recommended services and repairs to customers.
- Strong grasp of KPIs/metrics, including sales performance, customer satisfaction scores, and retention goals.
- Highly organized with exceptional attention to detail in managing customer accounts, service records, and administrative tasks.
- A passion for the automotive industry and a commitment to helping customers make informed, confident decisions about their vehicle care.
- Minimum high school education required
- Valid driver's license

### **Why You'll Love Working with Us:**

- Friendly, supportive team focused on integrity and transparency.
- Opportunity to grow with a trusted, well-respected repair shop.
- Competitive pay and benefits.

**Compensation:** We offer a competitive salary of \$70,000 - \$100,000 annually, with opportunities for performance-based bonuses and future wage growth. Our benefits package includes a structured bonus plan, comprehensive medical and dental coverage, three weeks of vacation after your first year, and five paid sick days.